

# **FEEDBACK**

**(knowing what is going on in your ministry)**

## **Definition**

- 1.1 **General** - a mechanism, process and signal that is looped back to control a system within itself.
- 1.2. **Ministerial** – communication between various persons within a ministry, to determine whether the vision, mission and values of the ministry are upheld and whether the application thereof is effective.

## **Why Feedback?**

1. It reduces uncertainty.
2. It improves two-way communication (feedback/feed-forward)
3. It increases unity within the ministry's vision and mission
4. It eliminates misunderstanding
5. It enhances intimacy (into-me-see)
6. It measures effectiveness

## **Why Feed-forward?**

1. It motivates persons within the ministry to grow.
2. It sets a common basis of understanding
3. It eliminates gray areas.
4. It creates an environment of transparency

## Uses of Feedback/Feed-forward

Feedback/Feed-forward can be used to:

- **influence** someone to do something differently or to change their approach. Feed-forward is more likely to get a result because it gives the person useful information combined with evidence that you value and support them.
- **recognize and reward** effort - people are more likely to perform well if you let them know you've noticed - and you can say specifically what you like and have noticed.
- **improve the quality** of the work you do - through clear and timely performance feedback and feed-forward, more attention to performance quality and more clarity about the what, how, why and when of people's tasks.
- **build and maintain relationships** - open and honest dialogue is an essential part of a constructive working relationship.
- Giving regular feedback/feed-forward is one way to build an open climate, where trust and support is a mutual expectation.
- **clarify expectations** and prevent guesswork about performance. People are more likely to meet expectations if you give accurate information about their and your own performance.
- **influence motivation** - people often respond well when you take the time to give them clear, accurate information.
- **manage performance** - people need clear and unambiguous information to help them meet or exceed expectations.

## Methods of Feedback/Feed-forward

1. Direct (face-to-face)
2. Indirect (via a third party person or application)
3. Structured (questionnaires, database)

(The full article will be posted on the CTK website at [Arrowsout.com](http://Arrowsout.com))